

PHASE II VENDOR CERTIFICATION FREQUENTLY ASKED QUESTIONS

March 6, 2009

1. Q. If a vendor is certified in one county, why does it need to be certified in others?

A. Phase II tests not the software itself, but rather the county-wide installation of the software. This allows the Department to get a total picture of the county's system and to pinpoint problems in the workflow.

2. Q. Whose responsibility is it to pay?

A. The county is responsible for arranging the testing process, including paying for certification testing.

3. Q. If 5 counties have a single unified software system, why does each one need certification?

A. See #1, above.

4. Q. What is the cost of Phase II Certification?

A. This is going to vary from provider to provider. Crowe Horwath is providing the service for approximately \$7,200; others may vary.

5. Q. Since this is an administrative rule and not statute, can't the Department postpone the deadline?

A. This is a thought that has been discussed; however, at this point in time you should move forward as if the December 31 deadline is still in effect. We will let you know of any changes if they come about.

6. Q. Do you know how many providers will come forward to be certified?

A. In addition to Crowe Horwath, one other company has officially come forward to become certified as a third-party tester. There may be a limited number that come forward in the future, but it is likely that the number will be in the 2-4 range.

7. Q. How soon do we need to be on the calendar?

A. To avoid a last-minute rush of counties being certified, we encourage you to get on the calendar as soon as possible—late this spring would be great! We do understand, however, that issues such as software conversion, installation of certified versions, etc., may delay the process. If this is the case, please keep the Department updated with your plans.

8. Q. There has been talk in the past of allowing county officials in other counties to act as independent testing teams. Is this still being considered?

A. Absolutely. We have spoken with county representatives about this possibility, and will be as accommodating to them as possible when they bring their teams forward.

9. Q. What is an “independent” tester?

- A. An independent tester should be an entity that doesn’t have a stake or interest in the outcome of the certification. Obviously this means that a county employee, no matter how well-versed in the process they are, cannot test their own county’s system. The Department will review each tester on a case-by-case basis to identify these conflicts before they happen and address them accordingly.

10. Q. Does the DLGF have to be a party to these contracts?

- A. Our legal team is looking into this, and we will let you know an answer as soon as possible.

11. Q. Our county may be changing vendors. What should we do?

- A. See #7, above.

12. Q. We will have to do this on a production or test site? How long will the system have to be down?

- A. Each county is going to be a little bit different, and so this will have to be addressed on a case-by-case basis. If a county doesn’t have the capability of establishing a test environment, they should talk to their vendors about how to move forward. We are estimating that testing should take around two days from start to finish, depending upon how smoothly the test runs, and depending on the size of the county.

13. Q. It seems to make more sense for some counties to test a taxing district rather than a single parcel. What do you think?

- A. We’ll look into this possibility.

14. Q. Will there be a model contract to contract for these services?

- A. We’ll put one together and make that available to you as soon as it is complete.

15. Q. If the tester causes a problem in the data, do we have rights?

- A. DLGF will work with vendors to make them aware them of our expectations. You can also see page two of the Feb. 2 memo, which gives information on this. This memo is available at http://www.in.gov/dlgf/files/090202_Volz_Memo-Phase_II_Vendor_Certification.pdf.